

Transmission Business Line
Programs in Review
Transmission Program Level Costs 2004-2006
The Value of Transmission

Customer Issues

Overall, customers are positive about TBL's program level proposal. Yet, they also have some concerns.

- Customer want to be assured that rates will not rise, or that they will rise to some minimum level. So, they want to know how TBL's capital projects, expenses associated with programs, coupled with projected revenues translate to a change in their transmission rates.
- Customers want to avoid going through a prolonged rate case and some are interested in settling as soon as possible.
- Customers are willing to pay for improvements that will lead to a reliable transmission system, but they want to be assured that TBL is managing the risks of building the infrastructure projects and that others who benefit are being charged for improvements. They are particularly concerned that integrating new generation could cause their prices to rise.
- Customers do not want to pay what they perceive to be the costs of deregulation or market imperfections.
- Customers are concerned there will be a shift in costs of the redispatch charges.
- Customers want to know why the TBL is not waiting for RTO West to plan and build the projects, which they believe would spread the risks across more users.
- Customers want to know if the PBL CRAC will affect TBL's future rates.
- Customers are concerned that PBL will use TBL cash, resulting in a rise in transmission rates to cover risk. They want to know if the PBL rate increase will be enough to pay the TBL back. However, public customers also say that whether PBL rates or TBL rates go up, will not make a difference to their customers who only see that their retail rates have to rise.
- Customers want to know the term of the rate case. Will it be one year, two years or more?

Technical requests:

- More than one customer, mostly in Montana, want to know what national and western reliability criteria are and where they can get the information.
- Customers want detailed information about program levels that are rising.
- They want a list of the G-20 projects along with the expected energization dates.
- On the other hand, customers have not shown an interest in the five regional workshops to delve into the details provided in the Appendix.